



Local Commissioners Memorandum

Section 1

Transmittal:	25-LCM-13
To:	Social Services District Commissioners
Issuing Division/Office:	Employment and Income Support Programs
Date:	October 8, 2025
Subject:	Reminder That Home Energy Assistance Program (HEAP) Workers and Alternate Certifiers Are Not Authorized to Use State On-Line Query (SOLQ) for HEAP Eligibility Determinations
Contact Person(s):	HEAP Bureau (518) 473-0332 or NYSHEAP@otda.ny.gov
Attachments:	None

Section 2 – Reminder of Discontinuation of SOLQ for HEAP Purposes

I. Purpose

A reminder that social services districts (districts) and alternate certifiers are not authorized and must not use SOLQ for the purposes of determining HEAP eligibility.

II. Background

Historically, the Social Security Administration (SSA) permitted New York to utilize SOLQ for purposes of determining HEAP eligibility as a part of a national pilot project expanding the use of SOLQ beyond the strictly limited authority of using SOLQ for verifying information of those applying or in active receipt of Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Medical Assistance (MA), Unemployment Insurance (UI) and Supplemental Security Income (SSI)/SSI State Supplementation Programs. On December 1, 2014 districts were advised in [GIS 14 TA/DC052](#) that the use of SOLQ was expanded to additional program areas including HEAP. Upon the conclusion of the national pilot project the SSA advised that disclosure of SOLQ data is again, not authorized for HEAP, and must be discontinued.

III. Program Implications

As previously discussed, district workers may not use SOLQ to verify income and benefits issued through SSA when determining eligibility for HEAP. Additionally, SOLQ information that was received by PA and SNAP is not allowable.

For new applicants, districts must continue to document all earned and unearned income received in the month of application. Documentation of unearned income is not required for returning applicants for HEAP unless the alternate certifier or district has reason to believe there is an additional need for information to certify eligibility or calculate a benefit.

Households in receipt of SNAP or federally funded Public Assistance (PA) are categorically income eligible and are not required to supply additional household income documentation when applying for Regular HEAP. The use of a PA and SNAP eligibility determination for HEAP eligibility, that utilized SOLQ information, is permissible.

Alternative Methods to Verify Social Security Income:

Households may document Social Security, SSI and Medicare Parts A and B benefits using a SSA benefit verification letter. Directions for how applicants may request a copy of their SSA benefit verification letter can be found at the following address:

<https://www.ssa.gov/manage-benefits/get-benefit-letter>.

Districts may also utilize the *SDX – SSI Individual Status* Screen on WMS to verify SSI for determining eligibility and benefits for HEAP and other programs. This screen allows district staff access to timely, authoritative information on a person's SSI status, including appeal and denial status.

Additional Information:

OTDA will explore alternative methods that may effectively replace the use of SOLQ. Questions relating to any information contained in this LCM should be directed to the district's HEAP Bureau liaison.

Districts are reminded that unauthorized access to SOLQ data may result in civil liability and/or criminal prosecution. Individuals who access such information without authorization or disclose it beyond authorized official purposes may be subject to disciplinary actions and/or termination.

Issued By:

Name: Valerie T. Figueroa

Title: Deputy Commissioner

Division/Office: Employment and Income Support Programs/New York State Office of Temporary and Disability Assistance